

Account Management

Government Travel Services

14 APR 97

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1. INTRODUCTION

Government Travel Services (GTS) is the system for centrally billed account management. This system is used in the Defense Travel Regions (DTRs) contracted by the Military Traffic Management Command. This system is designed to charge passenger transportation costs (air & rail), reconcile transactions, verify and certify in accordance with regulations & laws, and finally pay for the services rendered. This system involves the traveler, the Commercial Travel Office (CTO), the Charge Card Vendor (CCV), the Account Manager (AM), and the Designated Payment Office (DPO). This manual is written for the AM.

In the Defense Travel Region Contracts, the centrally billed accounts are managed by the transportation office. Account management involves tracking the status of accounts, verifying the necessary documents, and providing those documents to the DPO in a timely manner. The AM is responsible for ensuring all accounts balance and ensuring the CTO makes an accurate, timely discount payment in accordance with the DTR contracts.

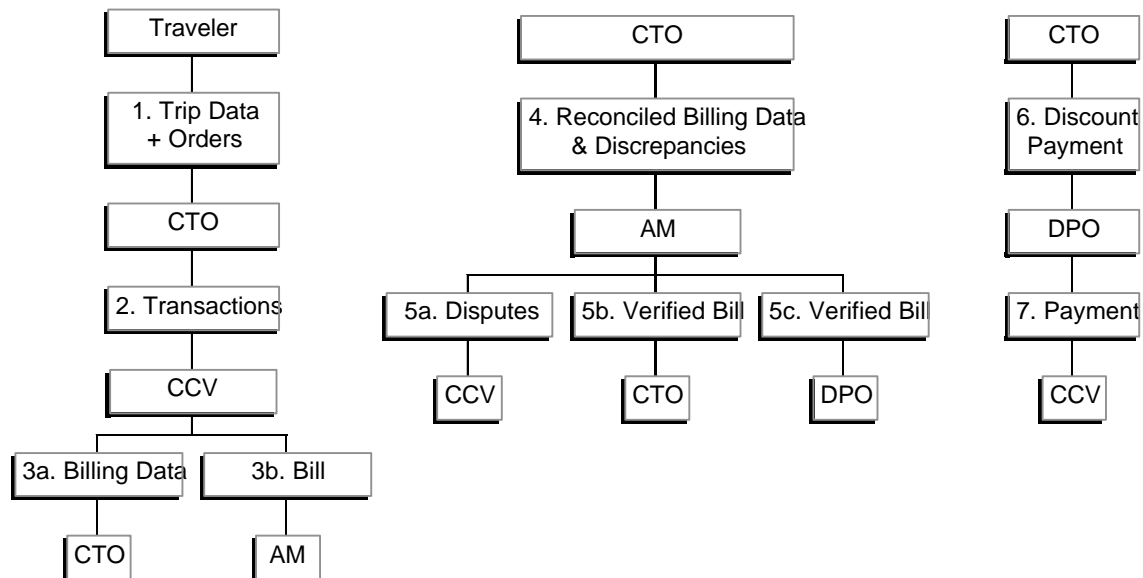
Please send any comments, concerns, or suggestions to travel@baileys-emh5.army.mil via electronic mail.

1.1 Acronyms

AM	Account Manager
CCV	Charge Card Vendor
CDR	Contract Discrepancy Report
CTO	Commercial Travel Office
DCB	Detailed Current Bill
DPO	Designated Payment Office
DTR	Defense Travel Region
EFT	Electronic Fund Transfer
GTS	Government Travel Services
I/I	Itinerary / Invoices
MEPS	Military Entrance Processing Station
MTMC	Military Traffic Management Command

2. THE PROCESS

To best explain this process a picture of it in it's entirety is needed:



2.1 Description

Each step of this process is explained in detail below. The numbered process steps shown above correspond with the numbered process descriptions listed below.

1. Traveler takes trip data to the Commercial Travel Office (CTO).

Trip data consists of the reservation and travel order data. All trip data is stored at the CTO. Authorization to travel is the Travel Order itself, which is given to the CTO.

2. CTO sends transactions to the CCV via the Computer Reservation System (CRS).

3a. The CCV sends the billing data to the CTO via an electronic transmission.

3b. The CCV sends the bill to the Account Manager (AM) in hard copy format.

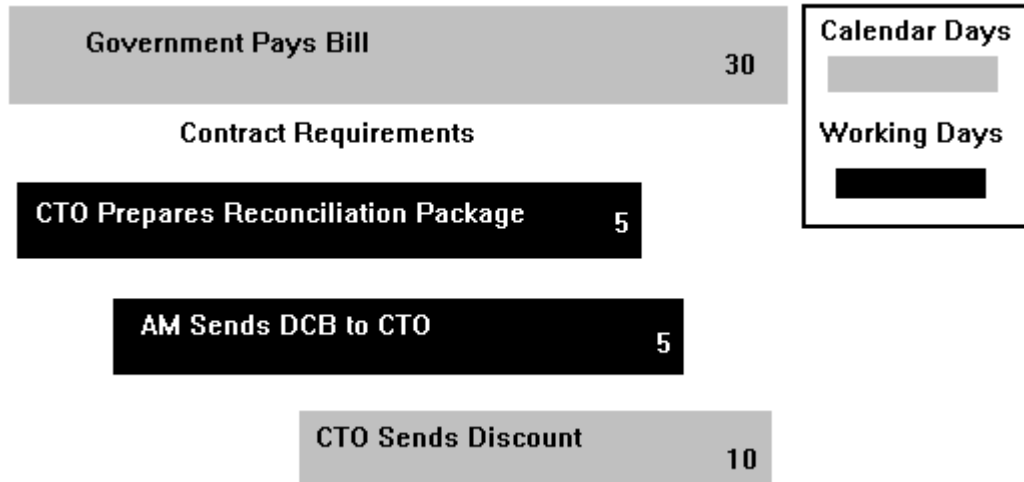
4. The CTO sends the reconciled transactions to the AM on the disk from the CTO accompanied by supporting documents (Travel Order, Itinerary / Invoice, Credit Memo when necessary).

5a. The AM sends disputes (unidentified or invalid transactions) to the CCV.

5b. The AM must send a copy of the DCB to the CTO for use in determining the discount amount.

- 5c. AM sends DCB, Disk, and supporting documents to the DPO.
6. CTO sends discount payment to the DPO.
7. DPO sends payment to the CCV and a copy of the payment data to the AM.

2.2 Prompt Payment



Prompt Payment requirements begin when the AM receives the CCV bill (also referred to as a statement or invoice). The Government has a total of 30 days to pay the CCV bill. In accordance with the CTO contract, the CTO has five days to reconcile the CCV bill. The AM then has five days to send the DCB to the CTO (to facilitate the discount payment). The CTO sends the discount and the DPO forwards payment of the CCV Bill.

3. MONITORING / MANAGING YOUR ACCOUNTS

It is imperative that these accounts be closely monitored from bill receipt to payment. Managing these accounts is no small task. To assist you with information organization and account status oversight, some tools were developed.

3.1 Account Status Log

The log allows you to track the progress of each bill. This will give you a clear indication of an account's timeliness. Problems can be spotted by checking allowed time vs. actual time. This will afford you the ability to rectify a problem before it becomes chronic. The log also allows you to track the dollar progress of each bill. This will give you a clear indication of an account's fiscal status. The objective is to have all accounts as close to zero as possible. This device will help you troubleshoot out of balance accounts. A blank form for photocopy is included in the appendix. The following items explain the use of the form:

1. account number, charging number (3783-...)
2. account title or name of group using account
3. statement closing date is found on page one of the CCV bill
4. date the CCV bill received, the date stamp date (see receipt of the CCV's bill)
5. total amount owed CCV (CTO discount + DPO payment) according to the CCV bill
6. CTO reconciliation package received by AM (note: if initial package is deficient, record the date corrected package is received)
7. CTO reconciliation package quotes this amount as the discount amount
8. CTO reconciliation package quotes this amount as the DPO payment to the CCV
9. CTO reconciliation package quotes this amount as the total owed to the CCV
10. the date you sent the DCB to the CTO (see distribution of work - CTO)
11. if you have disputes or advanced credits, record the date sent to the CCV (see distribution of work - CCV)
12. date DPO requirements sent (see distribution of work - DPO)
13. amount DPO pays CCV, (CCV total owed - CTO discount amount)
14. date DPO sent payment to CCV, this is derived from the copy of actual payment information sent by DPO to AM
15. actual amount DPO sent to CCV, also derived from copy of DPO information
16. amount of any late fees paid
17. date CTO discount payment posted by CCV
18. date DPO payment posted by CCV
19. amount of CTO discount actually posted by CCV
20. amount of DPO payment actually posted by CCV
21. any other information you may want to keep track of

	Date / Amount	Type
Account number	<i>3783-0000-00000</i>	
Account title	<i>MEPS Personnel</i>	
Statement closing date	<i>5 JAN 98</i>	Date
CCV bill received	<i>8 JAN 98</i>	Date
CCV bill total amount owed	<i>\$1,500</i>	\$
Reconciliation package received from CTO	<i>15 JAN 98</i>	Date
CTO discount to CCV (CTO calculation)	<i>\$150</i>	\$
DPO pays CCV (CTO calculation)	<i>\$1,310</i>	\$
Total owed to CCV (CTO calculation)	<i>\$1,460</i>	\$
DCB to CTO	<i>16 JAN 98</i>	Date
Disputes / Advanced Credits to CCV	<i>16 JAN 98</i>	Date
Requirements to DPO	<i>20 JAN 98</i>	Date
DPO pays CCV (DCB calculation)	<i>\$1,310</i>	\$
Date DPO paid CCV according to DPO	<i>30 JAN 98</i>	Date
Actual amount paid to CCV	<i>\$1,460</i>	\$
Late fee amount	<i>\$0</i>	\$
Date CTO discount payment posted by CCV	<i>26 JAN 98</i>	Date
Date DPO payment posted by CCV	<i>9 FEB 98</i>	Date
CTO payment amount posted by CCV	<i>\$150</i>	\$
DPO payment amount posted by CCV	<i>\$1,460</i>	\$
Notes:		

3.2 Refund Pending File

Establish and maintain a refund pending file for ticket refund receipts. The CTO will provide ticket refund receipts to the AM. The ticket refund receipts' purpose is to notify the Government that it has a pending credit. These receipts are to be discarded when the credit for which the receipt was issued appears as a regular or previously applied credit. If your ticket refund receipts are not appearing as credits, contact your CTO. Keep a separate folder for each Credit Card Vendor account. Purge those files every sixty days to ensure refunds are kept current.

3.3 Credits

Credits are used as the method for the Government to collect amount owed to it by the CCV. These amounts may first appear as ticket refund receipts. When the credit surfaces on the CTO Disk the ticket refund receipt should be discarded.

3.3A. *Regular*

A regular credit is a credited amount that all involved parties (CCV, CTO, and AM) are aware of. In the GTS software regular credits are identified with **R**.

3.3B. *Advance*

An advance credit occurs when a charge is made, a credit memo is issued and the charge has been or is currently being paid. Include a copy of the credit memo and travel order with the reconciliation. Simply, you have taken the credit in advance of it appearing on a CCV bill. In the GTS software advanced credits are identified with **A**.

3.3C. *Previously Applied*

A previously applied credit is simply a former advance credit that now appears on the CCV bill. In the GTS software previously applied credits are identified with **P**.

3.3D. *Airport*

An airport credit occurs when a passenger changes a ticket at an airlines counter and the new ticket is a lesser amount than the original ticket. In the GTS software airport credits are identified with **M**.

3.4 A Note on Record Keeping

The AM must keep the following in the transportation office:

- Alphabetical listing of ticketed passengers.
- One copy of the DCB, parts one and two.
- One exported disk per reconciliation.
- The CCV bill, everything except page one.
- Each disk from the CTO.
- The white set of Itinerary / Invoices (I/I) & Travel Orders.
- The CCV dispute form.
- One advanced credit report.
- A copy of the CCV invoice, page one of the CCV bill.

If you are using the Modern Army Record Keeping System, we suggest you use:

FN: 37-1e

Title: Financial statements and schedules

Authority: GRS 7, Item 4b and GRS 6, Item 1a

Disposition:

Consolidated statement of transaction reports: Destroy after six years, three months.

3.5 The Software

The software is designed to aid in the verification of the CTO's reconciliation package, and expedite the payment of the CCV bill. Instructions for the use of this software can be found in the GTS User Manual.

4. STEP BY STEP PROCEDURES

The following steps will explain the GTS system as it applies to the AM.

4.1 Receipt of the Credit Card Vendor's Bill

Upon receipt of your CCV Bill **date stamp** immediately. This starts the thirty day Prompt Payment Act requirements. Record the date you just stamped in your account status log (see 3.1). Record the CCV totals in your balance ledger (see 3.2). **Notify the CTO** accounting clerk that you have received the bill.

4.2 Receipt of the Reconciliation Package

The reconciliation package from the CTO should consist of a delivery slip, a disk containing charges & credits, and three copies of Itinerary/Invoices & Orders in ticket number sequence.

4.2A. *The Delivery Slip*

Immediately sign & date, then send (Facsimile, Hand Carry, ...) to the CTO.

4.2B. *Ensuring a Balance*

- Compare the CCV and CTO totals.
- Take the CCV Bill new charges and subtract the new credits.
- Take the total from the Debit / Credit Report (see GTS User Manual), Amount column, add the total advanced credits from the Advanced Credit Report (see GTS User Manual), and subtract the discrepancies.
- If your totals do not match, some investigation is required.
- Sometimes looking at how the discrepancy amounts affect the CTO total reveals possible solutions.
- Sometimes you need to contact your CTO.
- A transaction could belong on a different account.
- There are many possibilities as to why discrepancies happen, and all of them will prevent your final Detailed Current Bill from balancing if not dealt with before verification.

4.2C. *Itinerary/ Invoices & Travel Orders*

Separate the white copies of Itinerary/Invoices & Travel Orders. When you are ready to verify the data on the CTO disk, you will match the data on the disk to these Itinerary/Invoices & Travel Orders. The other two sets will be sent to your DPO.

4.3 Verification of the Reconciliation Package

Verification consists of three major parts. First, identifying the discrepancy items, and taking appropriate action. Second, confirming the critical financial data that becomes the DCB. Finally, examining the Previously Applied Credits.

The account manager is responsible for verification of the following:

Appropriation & Limit, Fiscal Station, Travel Order Number, Complete Social Security Number, and Document Reference Number (if the reference number appears on the orders). If you see chronic CTO errors, submit a Contract Discrepancy Report to the MTMC Contracting Officer (see your local Contracting Officer's Representative about how to use this form).

4.3A. Discrepancies

Investigate all discrepancies. Action must be taken on discrepancy items. Options include disputing invalid transactions, adding discrepancies to the DCB after correction, marking discrepancy as a late fee, ... (see GTS User Manual).

4.3B. The Detailed Current Bill

To confirm the DCB's validity, match the transaction data on the disk from the CTO, with the I/I & Orders.

4.3C. Previously Applied Credits

Since previously applied credits are former advanced credits, you need to check to ensure that last month's advanced credits are appearing as previously applied credits. If not, check with your CTO.

4.4 Distribution of Work

This section explains the exact requirements to be distributed to continue the reconciliation process.

4.4A. The Commercial Travel Office

Send one DCB (**contract requirement**) to the CTO. This report must be forwarded to the CTO within **five working days** of receipt of the reconciliation package to facilitate the payment of the discount in accordance with the Prompt Payment Act.

4.4B. The Credit Card Vendor

The CCV receives two documents in the GTS system. One is the **dispute form**. The other is the **advanced credit report**. These documents are used when a dispute is necessary and/or advanced credits are present.

4.4B.1. The Dispute Form

The CCV will provide a form to be used for disputes. Complete this form using your dispute report (see GTS User Manual). Fax this form to the CCV on the same day you forward the DCB to the CTO.

4.4B.2. The Advanced Credit Report

This report advises the CCV of advance credits taken. The printout from the GTS software must be faxed to the CCV.

4.4C. The Designated Payment Office

On the fifteenth day after the CCV bill was received by the AM the DPO will receive:

- copies of all Itinerary/ Invoices & Travel Orders.
- Detailed Current Bill (DCB). See section 3.6e.
- invoice (the entire first page of the CCV hard copy bill).
- (some DPOs require 3 copies) Standard Form 1034. See section 4.4c1.
- exported (verified) GTS data (not the CTO data disk). See section 3.6f.

Note for **MEPS** locations: No disk is required at Navy, Marine Corps, or Coast Guard DPOs.

Allow fifteen calendar days for the DPO to produce the payment voucher for the CCV. After five working days you should receive a **copy of the payment voucher** from the DPO. If not, contact the DPO.

4.4C.1. Standard Form 1034

For each CCV account, prepare an SF 1034 and provide the original and two copies to your Finance office, retain one copy for your records.

Include the following (numbers correspond to notes on sample form found below) on the form:

1. The mailing address of DPO
2. The date SF 1034 is sent to DPO
3. The CCV mailing address (address on CCV bill)
4. The date received the CCV bill
5. The CCV account number (charging number, 3783-...)
6. The date CTO reconciliation package received
7. The statement closing date (on page one of CCV bill)
8. The AM address, point of contact, and phone number
9. The amount approved for DPO payment to CCV (total amount owed - discount amount)
10. The services rendered statement

<small>Standard Form 1006 Revised October 1987 Department of the Treasury 1 1704-2000 1024-2</small>		PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL				VOUCHER NO.	
U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION 1. Mailing address of DPO		DATE VOUCHER PREPARED 2. Date 1034 sent to DPO		SCHEDULE NO.		PAID BY	
		CONTRACT NUMBER AND DATE					
		REQUESTION NUMBER AND DATE					
PAYEE'S NAME AND ADDRESS 3. Credit Card Vendor (CCV) mailing address				DATE INVOICE RECEIVED 4. Date Recd NCB		DISCOUNT TERMS	
				PAYEE'S ACCOUNT NUMBER 5. CCV Account #		GOVERNMENT BAL NUMBER	
SHIPPED FROM TO WEIGHT 6. Date received the Reconciliation package from the CTO							
NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES <small>(Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)</small>	QUANTITY	UNIT PRICE COST PER	AMOUNT		
7. Statement Closing Date	8. ITU -Address -Phone Number -POC				9. Amount Due Credit Card Vendor		
10. I HEREBY CERTIFY THAT THE SERVICES INDICATED HEREON WERE RENDERED AS STATED AND THAT THE AMOUNT SHOWN IS A PROPER AND CORRECT CHARGE.							
GTS POC Signature Here							
(Use continuation sheet if necessary)		(Payee must NOT use the space below)		TOTAL			
PAYMENT: <input type="checkbox"/> PROVISIONAL <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL <input type="checkbox"/> PROGRESS <input type="checkbox"/> ADVANCE		APPROVED FOR BY* TITLE		EXCHANGE RATE \$1.00		DIFFERENCES Amount verified correct for (Signature or initials)	
Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.							
(Date)		(Signature Certifying Officer)		(Title)			
ACCOUNTING CLASSIFICATION							
PAID BY	CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY		CHECK NUMBER	ON (Name of bank)		
	CASH	DATE		PAYEE I			
	\$						
				PER			
				TITLE			
Previous ed. of SF 1006							
PRIVACY ACT STATEMENT The information requested on this form is required under the provisions of 31 U.S.C. §26 and §24 for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.							

NSM Form 100-100-1034

5. APPENDIX

5.1 Account Status Log

	Date / Amount	Type
Account number		
Account title		
Statement closing date		Date
CCV bill received		Date
CCV bill total amount owed		\$
Reconciliation package received from CTO		Date
CTO discount to CCV (CTO calculation)		\$
DPO pays CCV (CTO calculation)		\$
Total owed to CCV (CTO calculation)		\$
DCB to CTO		Date
Disputes / Advanced Credits to CCV		Date
Requirements to DPO		Date
DPO pays CCV (DCB calculation)		\$
Date DPO paid CCV according to DPO		Date
Actual amount paid to CCV		\$
Late fee amount		\$
Date CTO discount payment posted by CCV		Date
Date DPO payment posted by CCV		Date
CTO payment amount posted by CCV		\$
DPO payment amount posted by CCV		\$
Notes:		